Statement

List of ISPs to be barred from using local area code by BSNL Faridabad

Sl. No.	Name of ISP
01	M/s Satyam Infoway
02	M/s Bharti BT Internet Ltd.
03	M/s Zee Telefilms Ltd.
04	M/s Dishnet Ltd.
05	M/s BPL Net. Com
06	M/s Data access (I) Ltd.
07	M/s Pacific Internet India Pvt. Ltd.
08	M/s Jain Studio Ltd.
09	M/s Prime softex Ltd.
10	M/s Spectra Net Ltd.
11	M/s Tata access India (P) Ltd.
12	M/s Ambala internet
13	M/s VSNL
14	M/s MTNL

Improvement of Telephone Services

3102. PROF. M. SANKARALINGAM: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether any Committee has been constituted to suggest improvements in telephone services;

(b) if so, the functions of the Committee;

(c) whether the Committee has submitted its report;

(d) if so, the details thereof; and

(e) the general suggestions received from various quarters by Government for improving the telephone services?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) Yes, Sir. A

Committee named "National Telephone Services Committee" had been constituted in February, 2000 and reconstituted on 21.03.2001.

(b) The functions of the said committee are as under:

(i) Improvement of telecom services in places of public utility especially in rural/backward and hilly areas, hospitals, highways, pilgrimage and tourist centers & places of national importance.

(ii) Public telephone concept.

(iii) Fault clearance, requests for new telephone connections and for shifting of telephones.

(iv) Billing practice specially pertaining to disconnection/ restoration of telephone for non-payment so as to improve the overall telephone billing systems in the country.

(v) Extension of amenities to subscriber, when they visit telecom premises.

(vi) Courtesy to customers, when they call/contact the telephone personnel.

(vii) Simplification of procedures to make them customer friendly.

(viii) Accelerating the efficacy/revamping of grievances redressal machinery at all levels.

(ix) Improvement of special services e.g. 197, 198 and 199 etc.

(x) Creating mass awareness about telecom services by way of dissemination of information.

(c) to (e) The Committee is yet to submit its report. The tenure of the Committee is two years. The appropriate action would be taken by the Government on submission of the report by the Committee. In the meantime the department has taken a number of steps including the following to improve the telephone services:—

(i) Simplified application form for New Telephone Connections has been introduced.

(ii) Arrangement has been made by MTNL for receipt of payment of telephone bills on Saturdays and Sundays through cheque and banks/CTOs DTOs. Additional arrangement has also been made for accepting payments through credit cards/internet/ATMs by MTNL.

(iii) No registration fee in the areas where telephone is available on demand.

(iv) A 24 hrs. public grievance desk has been set up in the Ministry to redress public grievances and early clearance of faults.

(v) Pagers have been supplied to line staff in all State capitals for early attendance of outdoor faults.

(vi) Time limits have been set for local/inter-exchange/intercity shifts.

Dues against Business India Television International Limited

†3103 SHRI SUKHDEV SINGH LIBRA:
SARDAR GURCHARAN SINGH TOHRA:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that Business India Television International Limited of Business India Group of Companies has owned huge amount to the Videsh Sanchar Nigam Limited and Mahanagar Telephone Nigam Limited; and

(b) if so, the reasons for providing new telephone connections to Business India Group despite huge amount due on the company?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR): (a) M/s. Business India Television Ltd. of Business India Group of Companies owes Rs. 1,49,55,232.67 to Videsh Sanchar Nigam Ltd. (VSNL) and Rs. 3,23858/- to Mahanagar Telephone Nigam Ltd. (MTNL).

(b) VSNL is not in the business of providing basic telephone service. As per available records MTNL has not provided any new Telephone connections in the name of this company. If any such case comes to notice, MTNL will take action as per rules.

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†Original notice of the question was received in Hindi.